



# VISITING SUPPORTER GUIDE

If you are new to Notts County and are planning your first trip to Meadow Lane, our visiting supporter guide is designed to give you the confidence to watch your team away from home.

It will also provide you with important information about various features of your matchday experience such as parking provisions, catering information and safety procedures.

We hope you find the information useful and wish you a safe and memorable trip to Meadow Lane.

**Alice Kelk and Ian Baggott**  
**Supporter Liaison Officer(s) and Disability Access Officer**  
**Telephone: 0115 955 7241**  
**Email: [slo@nottscountyfc.co.uk](mailto:slo@nottscountyfc.co.uk)**



# CONTENTS

Getting to Meadow Lane

Purchasing Your Ticket – Jimmy Sirrel Stand

Understanding your match ticket

Accessibility for all – sensory rooms

Matchday timetable

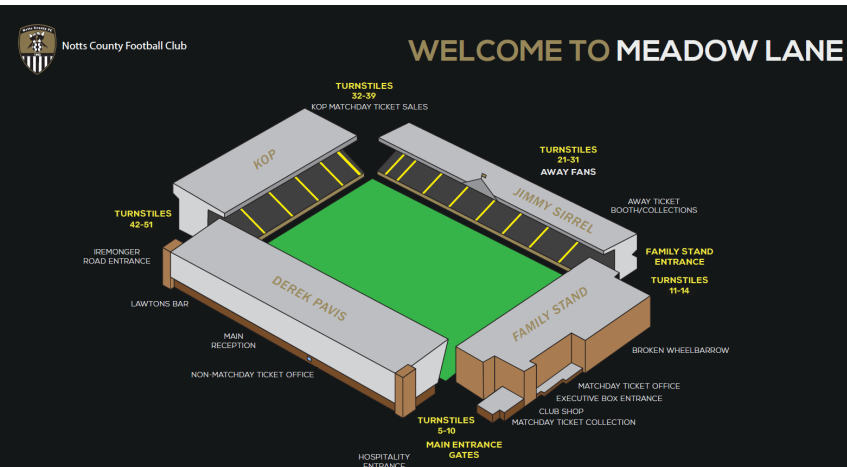
Matchday food and drink

What can I do before the game?

Magic moments

Safety and security

Don't miss out







# GETTING TO MEADOW LANE

## By Car

We have a limited number of accessible parking spaces available on matchdays which can be booked through Alice Kelk on **0115 955 7241**.

There are a small number of on-street disabled parking spaces on the roads around the stadium. These must be paid for using the Ringo telephone booking service. Details are displayed on adjacent lamp posts.

Next to the ground, to the rear of the Jimmy Sirrel stand, parking is available in the Cattle Market and there are also parking sites on Meadow Lane.

*Car parking charges may apply.*

*Postcode for SAT NAV: **NG2 3HJ***

## By Train

Nottingham Station is around a 10-minute walk away from Meadow Lane (**NG2 3AQ**).

From the main station entrance please turn left and left again on to Queen's Road.

Follow the road until you reach the traffic lights near Hooters on your right-hand side, then turn right on to London Road. Eventually you will see Meadow Lane on your left-hand side.

## By Bus

Nottingham's bus station is situated on Station Street (**NG2 3AJ**).

To get to Meadow Lane Stadium from there, head along Station Street to London Road.

Turn right on to London Road and after approximately 800m turn left on to Cattle Market Road.



# PURCHASING YOUR TICKET

## Advance Sales

All fixtures at Meadow Lane are ticket only and there are no cash turnstiles at the ground. We strongly recommend purchasing your ticket in advance with your own club as some fixtures are designated 'advance ticket only' and tickets are not available to buy at the stadium on matchday. Tickets for away fans are priced identically to home tickets. On the rare occasion that your club are not selling tickets for the game, they will advise you to purchase directly with ourselves via one of the methods below.

## Online

Tickets for forthcoming fixtures can be booked in advance by visiting the ticketing section of our website: [Click Here!](#)

Tickets purchased online can either be sent out by post (postage charges will apply), left for collection or made available to print at home. Alternatively, you can scan your ticket direct from your mobile phone. Just select 'print at home' and show the barcode you receive by email at the turnstile.

## In Person on Matchday

For matches that have not been declared 'advanced ticket only', tickets can be purchased on the day of the game from the away supporter's ticket booth located at the back of the Jimmy Sirrel Stand (cash only), or from the main ticket office (if paying by card).

The main ticket office is open from 9am every matchday, so please ensure that you purchase your ticket well in advance off kick off to avoid queues and potentially missing the first part of the game.

Please be aware that advanced ticket prices increase by £2 on a matchday.

## By Phone

The ticket office can be contacted by phone on **0115 955 7210**, Mon-Fri 9am-5pm. If you have any queries, please contact Ticket Office Supervisor Mike Townsend at [tickets@nottscountyfc.co.uk](mailto:tickets@nottscountyfc.co.uk)



# FRONT

Competition and opponent

Match day and date

Which turnstiles to use

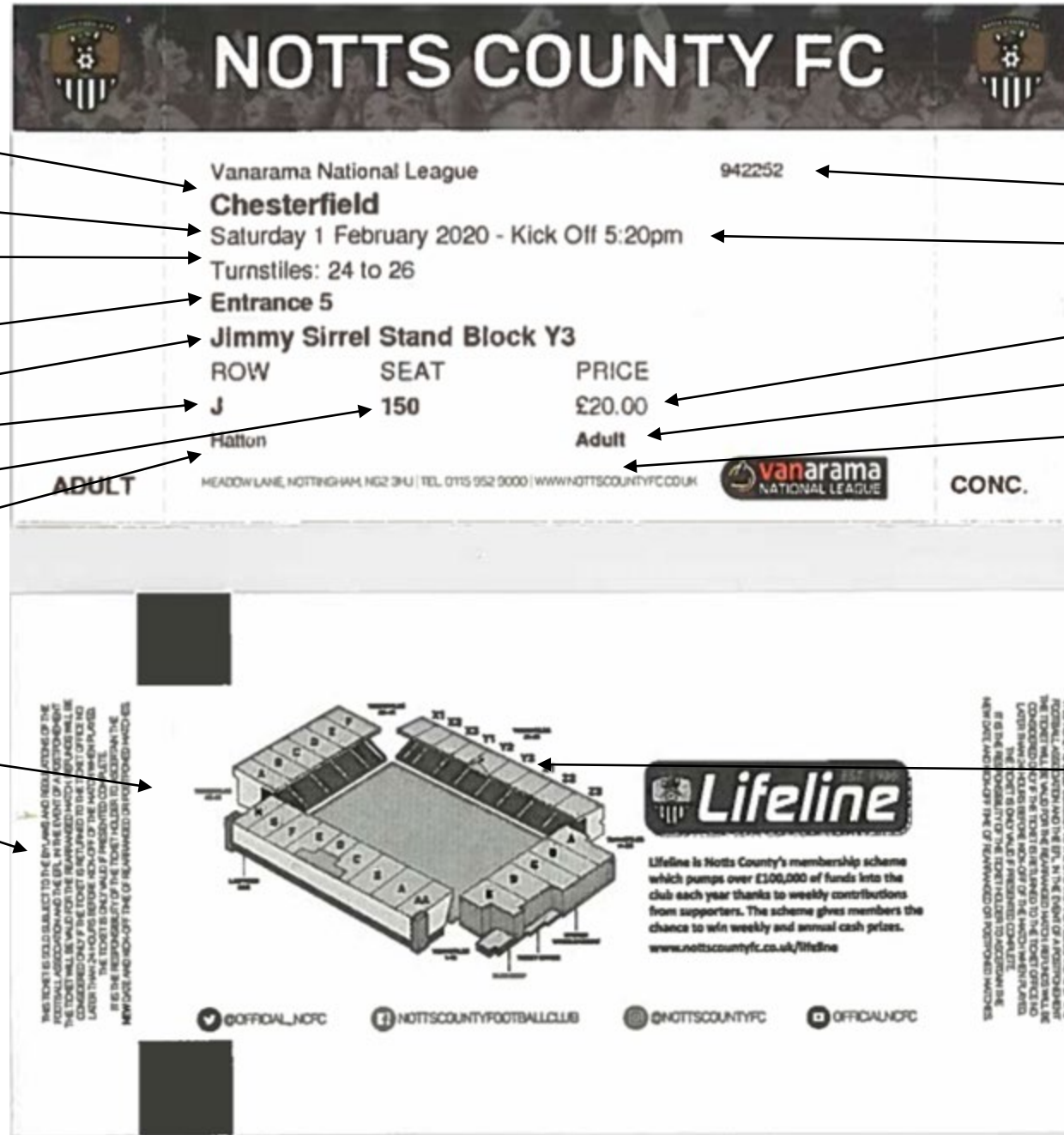
Which entrance to use

The stand and block you're sat in

The row your seat is on

Your seat number

Your surname



Your supporter number

Kick off time

Price

Ticket type

Club contact info

# BACK

Stadium plan

Terms & conditions

# UNDERSTANDING YOUR MATCH TICKET





# ACCESSIBILITY FOR ALL

If you require information regarding accessibility at Meadow Lane, this can be found within our 'Disabled Access Guide' which can be found [here](#).

Alternatively, if you have any questions please contact Alice, the Club's DSO on **0115 955 7241** or email **[alice.kelk@nottscountyfc.co.uk](mailto:alice.kelk@nottscountyfc.co.uk)**

# SENSORY ROOMS

We are extremely proud to provide access to three dedicated sensory rooms on matchdays.

Parents or guardians of people with autism or any learning difficulties can book the rooms on a match-by-match basis or use them during a match when the need arises (subject to availability).

The rooms hold eight people in each and are all equipped with sensory equipment and toys.

Please call Alice for more information on **0115 955 7241** or email **[alice.kelk@nottscountyfc.co.uk](mailto:alice.kelk@nottscountyfc.co.uk)**

# MATCHDAY TIMETABLE

## 3PM KICK-OFF

**09:00** Ticket office and club shop open

**12:00** Official car parks open (Iremonger car park, Derek Pavis car park and Meadow Lane car park)

**12:00** Ticket collection office opens

**13:30** Turnstiles and sensory rooms open

**14:30** Take your seat to watch the pre-match build up

**15:00** Kick-off and the club shop closes

**15:45** Half-time

**16:45** Full-time and the club shop reopens (until 6pm)

## 7.45PM KICK-OFF

**09:00** Ticket office and club shop open

**17:00** Official car parks open

**17:30** Hospitality opens

**18:30** Turnstiles open and ticket collection office opens

**19:30** Take your seat to watch the pre-match build up

**19:45** Kick-off and the club shop closes

**20:30** Half-time

**21:30** The club shop reopens for a short period







# PRE-MATCH CATERING VENUES

Hooters (London Road, NG2 3AS) is a popular pre-match venue with football fans.

Alongside canal side public houses (NG1 7EH) and city centre public houses.

# MATCHDAY FOOD AND DRINK

Once inside the ground, the Jimmy Sirrel visitors' holds several concourses catering outlets, offering a range of hot snacks including burgers, pies and vegetarian options.

As well as sweets and crisps and a full range of hot, cold and, at certain outlets, \*alcoholic beverages.

\*Please note this is reviewed at Meadow Lane per fixture.



# WHAT CAN WE DO BEFORE THE GAME?

## CLUB SHOP

The club shop hosts a wide range of clothing, books, homewares, souvenirs, and pocket money items, and is situated on Meadow Lane directly next to the matchday ticket office windows.

The shop offers 24/7 purchasing via the online store which can be accessed by visiting [shop.nottscountyfc.co.uk](http://shop.nottscountyfc.co.uk)

The shop is situated on Meadow Lane and is open on match-days from 9am until kick-off and again for 30 minutes after the full-time whistle

## THE MAG

Priced £3, our matchday programme 'the Mag', is available around the ground and from the Club Shop. Containing exclusive features, columns from the owners and manager, player interviews, junior features and much more

Supporters can also pick up back-issues of the Mag from the club shop during normal opening hours and on matchdays (subject to availability)







# MAGIC MOMENTS

We are more than happy to read out any birthday, welcoming, congratulations or other similar messages from visiting supporters on matchdays over the PA system and on our scoreboard.

However, we would ask that any message request is received at least 24 hours before kick-off. Please contact Alice via **[alice.kelk@nottscountyfc.co.uk](mailto:alice.kelk@nottscountyfc.co.uk)** who will be able to help arrange this special memory for you.

# VISITING MASCOTS

If you would like to surprise a junior supporter in your life, then please don't hesitate to contact Alice to find out more about the Club's visiting mascot package at Meadow Lane.

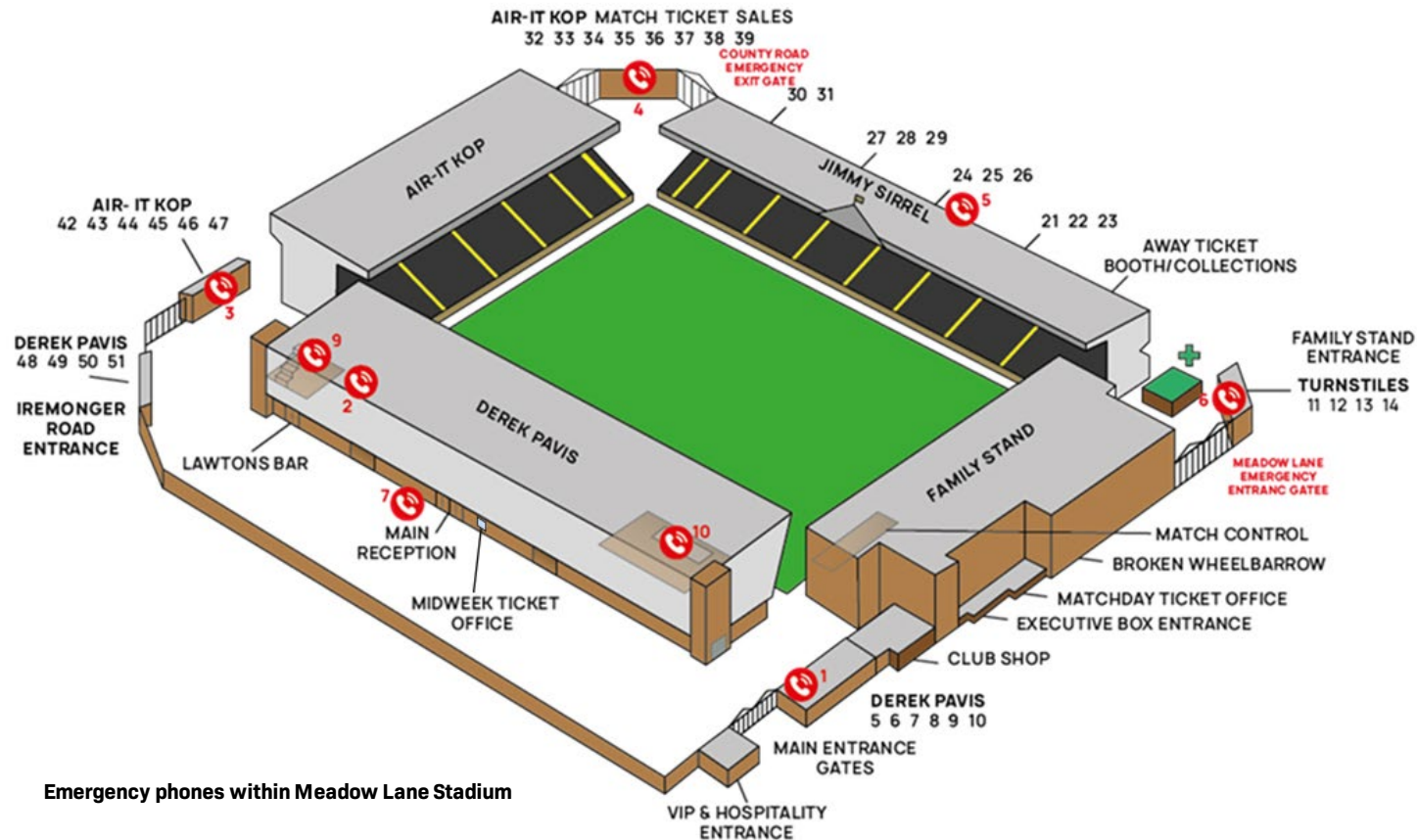
Please contact Alice via **[alice.kelk@nottscountyfc.co.uk](mailto:alice.kelk@nottscountyfc.co.uk)**



# SAFETY AND SECURITY

In case of any emergency please contact your nearest steward (yellow jackets) or supervisor (orange jackets).

Alternatively, you can use any of our emergency telephones within Meadow Lane which are highlighted in the graphic below.



Emergency phones within Meadow Lane Stadium

## Anti-discrimination

Notts County operates an anti-discrimination policy at all levels and in every area of its work. The football club will not tolerate sexual or racial-based harassment or other discriminatory behaviour, whether physical or verbal, and will work to ensure that such behaviour is met with appropriate disciplinary action in whatever context it occurs.

You can report discrimination to your nearest steward or to **Kick It Out** via their app, via email to [report@kickitout.org](mailto:report@kickitout.org), via their online reporting form on their website, or via freephone on **0800 169 9414**.

## Pyrotechnics

A reminder that the use of any type of Pyrotechnic device (smoke bombs or flares) is strictly prohibited and any person found to of either used a device or in possession of a device will face ejection and/or prosecution.

## Smoking and Vaping

Notts County Football Club operates a no smoking policy in all areas inside the ground and in the stands. This is also applicable to vaping devices and electronic cigarettes. Away fans wishing to smoke can use the designated smoking area to the rear of the visitors' Jimmy Sirrel stand under the supervision of a steward during the half-time interval. Any supporters attending matches are expected to abide by the policy. If they fail to do so they may be liable to ejection from the ground.

## Musical instruments

The admission of musical instruments is permitted on an individual match by match basis. Supporters arriving at the turnstiles on a matchday with a musical instrument will be turned away unless they have prior approval. Requests to bring musical instruments into Meadow Lane on a matchday must be sent in writing to club SLO [alice.kelk@nottscountyfc.co.uk](mailto:alice.kelk@nottscountyfc.co.uk) no less than 5 days prior to the fixture.

## Banners

Banners are permitted at Meadow Lane, provided they do not carry messaging that is political, racial, abusive, threatening or likely to cause offence. The decision to admit banners to the stands at Meadow Lane will be taken at the turnstiles by the stewarding team overseen by the match Safety Officer. Supporters who wish to check whether their banner will be admitted in advance of the game can do so by emailing club SLO [alice.kelk@nottscountyfc.co.uk](mailto:alice.kelk@nottscountyfc.co.uk)

## Cash points

The nearest cash point is situated at the Jet petrol station on Meadow Lane, approximately a 3-minute walk from the visiting supporters' turnstiles, but there is a charge for using it. There are also cash points situated within the shops at Lady Bay Retail Park, approximately a 5-minute walk along Meadow Lane from the visiting supporters' turnstiles.



# DON'T MISS OUT

## FOLLOW US ON SOCIAL MEDIA



@Official\_NCFC



Notts County Football Club



Notts County FC



@nottscountyfc

If you have any questions related to a matchday, or the club in general, you can direct them to our dedicated Supporter Liaison Officers. The SLOs are a team consisting of club staff and supporters with a wealth of knowledge.

**Supporter Liaison Officer(s):** Alice Kelk and Ian Baggot

**T:** 0115 955 7241

**Email:** [slo@nottscountyfc.co.uk](mailto:slo@nottscountyfc.co.uk)

**Twitter:** @slonottscounty

